



Building a Regional Mobility Management Network: Lessons from a Regional Planning Organization



**Federal Transit
Administration**

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Prepared By:

Greater Portland Council of Governments, Portland, Maine

Primary Author:

Zoe Miller, MPH, Senior Project Manager & Public Health Specialist, Greater Portland Council of Governments

*For questions about this report, please contact Judy Shanley, Ph.D. at Easterseals, NCMM Co-Director:
jshanley@easterseals.com*

About the National Center for Mobility Management (NCMM)

The National Center for Mobility Management is a national technical assistance center funded through a cooperative agreement with the Federal Transit Administration, and operated through a consortium of three national organizations—the American Public Transportation Association, the Community Transportation Association of America, and Easterseals Inc. The mission of the Center is to promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.

About the Greater Portland Council of Governments (GPCOG)

The Greater Portland Council of Governments (GPCOG) is a non-profit regional planning organization that offers planning and municipal services to its 25 volunteer member municipalities in Cumberland County, Maine. GPCOG has been facilitating regional planning and convening regional collaborations since 1969. The agency is a neutral and effective convener of local governments and transportation stakeholders. GPCOG is the organizational home for the Metropolitan Planning Organization (MPO) for Greater Portland – the Portland Area Comprehensive Transportation System (PACTS), which includes four additional municipalities in York County, Maine. The combined region has over 275,000 residents, and includes rural, suburban, and small urban communities. The region is the largest urbanized area in the state of Maine and is home to Maine’s largest public transit network.

ACKNOWLEDGEMENTS

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INTRODUCTION

The Greater Portland Council of Governments (GPCOG) is the regional planning organization for 25 cities and towns in Southern Maine. GPCOG is also the organizational home to the federally-mandated metropolitan planning organization (MPO) for the Portland region, the Portland Area Comprehensive Transportation System (PACTS). The federal government established MPOs in all urbanized areas of the country in the 1970s to improve the coordination of transportation planning and investment decisions by state, municipalities, and public transportation organizations.

As the lead planning organization for the region, GPCOG plays a critical role in people’s daily lives and the regional economy through the planning and programming decisions it makes. Each year, PACTS works with its municipalities and partner organizations to program millions of dollars in federal and state transportation funds. GPCOG provides staffing for PACTS committees, as well as project management and technical assistance for its planning and studies. Through the PACTS Transit Committee, GPCOG convenes the region’s seven transit agencies including two demand response providers, three fixed-route bus agencies, a ferry operator, and passenger rail service. Outside of the PACTS region, GPCOG provides transportation planning services through contracts with the Maine Department of Transportation (MaineDOT).

A Snapshot of Maine Demographics:

Providing effective access to transportation is both a significant challenge and vital need for the state of Maine. Maine is the most rural state in the U.S. (61% of Maine residents live in rural areas) and lacks the public transportation infrastructure of larger, more urban states. Maine is also the oldest state in the U.S.; 18% of Maine residents are age 65 and older (U.S. average of 15%), and Maine’s median age has grown significantly in recent decades, to 44 years (U.S. average of 38). Maine’s percentage of population with a disability (16%) is also higher than the U.S. average (13%).

In 2017, GPCOG set out to better integrate the needs of who rely on public transit, volunteer driver programs, and rides from family and friends into its overall transportation planning. Older adults, people with disabilities, people of color, and people with low incomes are some of the most affected by lack of access to transportation. As a result of transportation barriers, their ability to fully participate in society is compromised. While GPCOG is committed to ensuring its transportation plans and future investments comply with Title VI of the Civil Rights Act, the agency sought to dig deeper into how its planning process and its decisions on funding transportation projects can result in more equitable distribution of services, facilities and resources.

INTEGRATING MOBILITY MANAGEMENT INTO REGIONAL PLANNING

Mobility management facilitates delivering the transportation options that best meet the community's needs. This growing practice emphasizes coordination among all the key transportation players including not only public transit providers, private operators, and volunteer driver programs but also customers, planners, and stakeholders from human services and health care. This focus on coordination makes the regional planning organization (RPO) – with its own emphasis on cooperation and collaboration – an especially good partner and convener for mobility management efforts. As a practice, mobility management emphasizes the coordination of transportation services for people with disabilities, older adults, and others with barriers to transportation

access, though mobility management approaches engender improvements that benefit all users of the transportation system. The core components of mobility management include:

- Integration of individuals into their communities through inclusive planning and more flexible mobility options.
- Integration of different transportation modes to create a seamless journey.
- Integration of technology into transportation to improve its efficiency and effectiveness.
- Integration of transportation into other community services, such as housing, healthcare and employment.

Across the United States, public transit and demand response transportation providers are increasingly using mobility management approaches such as travel training and trip planning support, and many are opting to have a “mobility manager” on staff (KFH Group, Inc. and Cambridge Systematics, Inc., 2017). Likewise, health care and human services professionals find themselves performing mobility management as part of their roles as patient navigators, case workers, and health outreach workers (Health Outreach Partners, 2017).

To maximize the impact of mobility management activities, many states and regions have formed mobility management networks. Mobility management networks are multi-sector stakeholder groups that focus on knitting together mobility management professionals and other key stakeholders from private organizations and public agencies to pursue better service delivery at lower costs (Mattson et al., 2017). While mobility management services (such as travel training and trip planning support) focus on meeting the needs of individuals, mobility management networks emphasize policy and systems changes to reach whole populations. RPOs like GPCOG, are natural conveners for the bigger picture role of mobility management networks. Mobility management networks can develop in response to coordinated planning at the state and regional levels and provide an opportunity to implement and operationalize the recommendations that stem from coordinated plans.

In early 2017, GPCOG hired a new project manager with a background in public health and experience building multi-sector partnerships with a focus on the policies and systems underlying barriers to social equity. Thus, began GPCOG’s work on integrating mobility management approaches into its transportation planning. GPCOG began working with the National Center for Mobility Management (NCMM), which had been seeking opportunities to support a mobility management network in Maine. NCMM began providing technical assistance to build capacity toward convening a mobility management network.

BUILDING A REGIONAL MOBILITY MANAGEMENT NETWORK

In May 2017, GPCOG hosted the Transportation & Community Well-Being Roundtable, attended by 25 individuals representing sectors such as social services, health care, advocacy, housing, education, aging, disability, and transportation. A key goal of the event was to engage participants in a discussion about how they see transportation barriers impacting their clients, patients, and stakeholders.

Most participants expressed the desire to continue networking and coordinating with one another. As a result, GPCOG secured funding from NCMM to convene a network focused on improving transportation access and options for people who experience barriers. GPCOG set out to convene a network that intentionally connects

stakeholders across sectors including human services, aging and disability, health care and public health, transportation, and includes individuals with lived experience of barriers.

Network Goals

In September 2017, GPCOG convened the kick off meeting of the Transportation & Community Well-Being Network with 17 participants and facilitated a collaborative process to identify goals that would serve as the foundation of an action plan. GPCOG staff serves as the facilitator using a consensus decision-making model in which all participants have an equal stake in the process. Drawing from input given during the May 2017 Roundtable as well as group discussions, participants chose to focus on three goals:

1. Coordination to address gaps and improve access
2. Advocacy to raise awareness among decision-makers
3. Sharing information and solutions within the Network and beyond

At the October 2017 meeting, the group brainstormed priority actions they should take to make progress toward the Network’s goals. The possible actions generated are listed below:

- Map existing services.
- Identify and share a model for volunteer transportation that can be replicated across Maine.
- Develop a way to offer free transit passes for people unable to pay.
- Launch a media campaign on transportation in Maine (what exists, what the gaps are).
- Develop a travel training initiative.
- Help develop accessible instructions for public transit.
- Address stigma around public transit.
- Help develop new flex route service in areas without transit (using existing transit operators).
- Establish a transportation problem-solving venue.

Initial objectives of GPCOG’s regional mobility management effort:

- Bring underrepresented stakeholders into regional transportation planning and funding decisions
- Coordinate mobility resources and communications
- Build productive working relationships among stakeholders
- Increase mobility management skills and knowledge among stakeholders
- Build partnerships to leverage funds and capacity



Network members participate in action planning

May 2017 Roundtable on Transportation and Community Well-Being
Themes from the Transportation Barriers Discussion



Participants discuss transportation barriers at GPCOG's 2017 event

Challenges with Existing Transit System

- Key medical locations lack adequate, or any, transit (Maine Medical Scarborough campus, Greater Portland Health in South Portland).
- Because hours are limited across the system, third shift or hospitality workers can't rely on transit for getting to/from work.
- Service is limited outside of the urban core, which restricts housing options and prolongs homelessness. It also means that youth and people with disabilities or low incomes cannot access recreation, jobs, or social networks. Likewise, human services and youth organizations are limited in where they can offer programming.

Knowledge and Awareness of Existing Services is Lacking

- For people who don't speak or read English, lack of ability to talk with drivers or read signs inhibits access.
- Available demand response programs are not known and underutilized.

Cost is a Significant Barrier

- Cost of public transit prevents many from using, especially parents traveling with several children and households with zero income.
- Many human services and health care organizations provide rides and pay for bus passes or cabs. This takes a toll on staff time and program funds.
- Driver's Education programs are out of reach cost-wise for many (and require transportation to access).
- Car ownership is not accessible for many with severe health problems and fixed incomes.

Using Medicaid-Funded Rides is Difficult

- Often rides mean people have to arrive early and stay late (before and after appointments and work).
- Rides must be scheduled days in advance, which limits flexibility and independence.

Priority Actions

Through in-person and online voting, the Network rated “Map existing services” and “Develop a way to offer free transit passes for people unable to pay” as the highest priorities that could also be acted on in a 6-month timeframe. The group then worked together to clarify and agree on a goal statement for each priority action and to develop steps for accomplishing. The following action plans were developed:

Maximizing awareness of existing resources – including information on how to use the options

Deliverable: A simple guide to existing transportation resources to share in print and electronic form.

Target audience: Community members (both current and potential users of public transit and transportation services) and service providers such as case workers, patient navigators, and others who are assisting consumers with finding transportation for healthcare, social services, and community programs or activities.

Action Steps:

- Assess what already exists locally for resource guides. Look at 211 Maine.
- Find examples of well-designed guides.
- Design a guide for Southern Maine.
- Distribute in print and share online.

Leveraging free and discounted passes for people in need – to access all public transit in the Cumberland County and PACTS region.

Deliverable: A simple guide to existing transportation resources to share in print form and electronically.

Target audience: People with low to no-income and those in “helping roles” such as case workers, patient navigators, etc.

Action Steps:

- Assess what is currently available for free and discount passes.
- Create a brief resource (two pages) about what is currently available for free and discounted passes.
- Share with people in helping roles and with consumers.
- Use assessment of resources and gaps to inform a larger effort.

Initially, GPCOG convened workgroups for both of these priority actions. However, GPCOG staff determined that collapsing the two efforts into one made the most sense since action steps overlapped. The Southern Maine Mobility Guide emerged from the Priority Actions and includes information on available free and discount passes (see page 10). GPCOG is also working toward developing the structure for a regional free pass program and has requested grant funds to assist in launching it.

Sharing Information and Solutions

In addition to collaborating to take action, the Network is intended as a place for sharing information and solutions among those doing mobility management work in the region. For over a year now, Network meetings have been providing a venue for participants to share information, raise concerns about transportation, and brainstorm and discuss solutions. Meetings are generally held monthly and include a portion of time for participant updates and discussion. This component has enabled identification of needs in the region, as well as for dialogue around challenges and possible answers. Sharing of information also creates a way for the partnering organizations to get to know one another’s work and to identify opportunities to collaborate. Outside of meetings, GPCOG shares occasional updates by email with the extended parties list of approximately 50 organizations.

Mobility Liaisons

A distinguishing feature of mobility management practice is the engagement of people who experience transportation barriers, including older adults, people with disabilities, people of color, and people with low incomes. Often, individuals with first-hand experience of mobility challenges are not at the table due to numerous barriers. To ensure participation from people with lived experience of transportation barriers, GPCOG developed the Mobility Liaison role. The idea was to use some NCMM funds to create stipends for individuals who can participate in the network and represent the perspectives of their peer group. By giving Mobility Liaisons a title, a role, and some financial compensation, GPCOG is able to address a few of the barriers that frequently prevent participation.

Inclusive Planning Leads To Better Results

Approximately a third of the U.S. population does not drive for reasons including age, disability, health, and income. In order to make transportation investments that meet the needs of this segment of the community, planning must involve people with disabilities, older adults, people of color, people with low incomes, and others who experience barriers to transportation access. Research shows that a well-designed inclusive planning process leads to the development of better transportation programs. Better transportation access in turn leads to better health, stronger social connections, more employment opportunities, and a better quality of life.

In Fall 2017, GPCOG sent out a call for applications to partnering organizations and received applications from six people who wanted to be Mobility Liaisons (See Appendix A for the Role Description and Call for Applications). GPCOG successfully brought four Mobility Liaisons on board with the Network – representing a range of ages, experiences, and backgrounds – and all with a passion on the topic of mobility. Three identify as having a disability, one is blind, one is an older adult, and two are people of color. After almost a year, three of the four Mobility Liaisons continue to be members of the Network. Because people who are not connected to an effort through an organization or professional role can feel alienated or “less valid,” GPCOG staff maintains a connection with the Mobility Liaisons between meetings with phone calls and emails.

Accessibility

To ensure the accessibility necessary to maintain an inclusive effort, GPCOG adopted several practices for convening Network meetings. Meetings are usually held at the main branch of the Portland Public library, which is fully wheelchair accessible, central to all bus routes in the local transit system, and in a walkable location. Though the GPCOG office itself is accessible and near a few bus lines, the sidewalks leading from the bus stops to the office are not very well cleared of snow and the intersections are not pedestrian-friendly. Fortunately, GPCOG is able to use the library meeting rooms for free. GPCOG also provides a call-in option for every meeting, enabling members to attend from any location. In the winter, when many people with disabilities find travelling more challenging, the phone-in option means they can continue to participate.

GPCOG has made it a standard practice to offer reimbursements for parking and travel to participants, taking a low-barrier approach of not requiring proof of eligibility. This is another way of supporting involvement among people who are not participating through a professional or organizational role.



ACCOMPLISHMENTS

Southern Maine Mobility Guide

A major achievement of the Network's first year of work is the Southern Maine Mobility Guide. The guide is focused on transportation options and mobility supports for people who can't drive or can't afford to own a car, but ultimately it provides a simple, comprehensive resource for all people who live, work and play in Southern Maine. The guide was developed in collaboration with a wide range of partners, including GPCOG's sister agency in York County, Southern Maine Planning and Development Commission. Reviewed for health literacy and compatibility with a screen reader (for access by blind and visually impaired stakeholders), the guide also serves as an inventory of services and supports that will be used to identify geographic gaps and areas for improvement. Visit www.gpcog.org/mobility-for-all to access the Mobility Guide.



Catalyzing a Statewide Mobility Management Network

In May 2018, over 100 stakeholders from a broad range of sectors gathered for a statewide summit called "Moving Maine: Coordinating Community Mobility Solutions." The summit came to be when GPCOG's regional mobility management work merged with the interest of MainedOT and other partners in a statewide effort. GPCOG took the



Attendees at Moving Maine in May 2018

lead in planning with MainedOT as a key partner (See Appendix B for the event program). The event tapped into the energy and interest of a broad range of organizations with a stake in transportation access – including planning, human services, aging and disability, health care, public health, transportation, philanthropy, economic development, and housing. Attendees participated in action planning about increasing mobility management in Maine. The Commissioner of Transportation attended the event and spoke briefly in support of the state-wide effort to better coordinate service through mobility management.

After the summit, GPCOG began convening a multi-sector workgroup to develop the blueprint for a mobility management network for Maine. This work is slated to be complete by the end of 2018 and will include a logic model and a structure. See Appendix C for the draft *Logic Model*. The aim is to implement that blueprint and develop a mobility management network for Maine that provides communication channels, a forum to share best practices and troubleshoot problems, and workgroups that spur innovation and leverage funding to

integrate mobility management into the current transportation system. The statewide mobility management network will focus on a set of outcomes to achieve more effective and efficient public transportation service for seniors, people with disabilities, and low-income people.

Leveraging Additional Funds for Greater Impact

Securing additional funding to address the identified gaps has been a key objective for GPCOG since the launch of the Network in Fall 2017. GPCOG has been consistently scanning for opportunities and partnered to submit two unsuccessful proposals in late 2017. In summer of 2018, the efforts paid off and GPCOG secured two new grants totaling \$55,000 from the National Aging and Disability Transportation Center and the United States Administration for Community Living. The *Inclusive Transportation Planning Project* builds on the work of the Transportation & Community Well-Being Network by engaging older adults, people with disabilities, and people of color in driving more inclusive planning. Transit agencies and municipal staff are also being engaged as key stakeholders. The project will result in the development of recommendations for increasing the inclusiveness of planning and projects led by PACTS that will directly inform the 2019 update of its Public Participation Plan. The second key project deliverable is an implementation plan for a ready-to-launch transportation pilot. The pilots being explored respond directly to the gaps identified by the network.

Informing Maine's Locally Coordinated Plans

MaineDOT is developing updated Locally Coordinated Plans (LCPs) for all regions of the state, with adoption slated for January 2019. The new LCPs will serve as Maine's Coordinated Public Transit-Human Services Plans and drive allocation of 5310 funds for 2019-2021. GPCOG was well-poised to inform the LCP process through its existing efforts to convene statewide stakeholders and conduct regional focus groups with older adults, people with disabilities, people of color, and low-income individuals. Themes from the state-level convenings are informing priorities in the LCPs. MaineDOT has identified "Partnerships" as a priority category with the recommendation to "Build Multi-Sector Mobility Network to Organize Systems." This recommendation received nearly unanimous support from the 50 attendees at the York County Transit Forum in November 2018. Likewise, the themes from the focus groups include a need for increased awareness of the transportation options that are available, a need for better coordination among transportation operators, and a need to mitigate negative impacts of local and state regulations governing ride programs.

LESSONS LEARNED

After almost two years of building capacity for mobility management in Maine, GPCOG has taken away numerous lessons but the following two stand out as transferable across states and regions.

Building Relationships is Building Capacity

The list of sectors and organizations with a stake in transportation access is long and diverse. And consequently, so is the list of partners needed for successful mobility management networks. Building relationships with these many stakeholders is a key step to achieving increased coordination and spurring innovation. By developing trust as a neutral convener, GPCOG has been able to build momentum for coordination among agencies who were previously hesitant to collaborate. Still, relationship building can be seen as "squishy" and hard to quantify

compared to capital investments. Thus, mobility management efforts must be prepared to articulate their worth by tracking the short and mid-range outcomes they produce that play a critical role in leveraging better service, cost savings, and even capital investments.

Bridging Cultures is Essential to Collaboration

Pronounced differences in organizational culture presents a very real challenge to building the successful multi-sector collaborations at the center of mobility management networks. Taking time to understand the different approaches to decision-making, hierarchy, and adapting to change – and to consider how they will impact the network – can help smooth the process of working together. GPCOG was reminded in this project that the network model, with its relatively flat, consensus-based approach to operating is not one that is familiar to everyone. There may be a learning curve or an adjustment time for people. It is also important to be mindful of perceived “turf” issues, internal politics, and history between partners. GPCOG found that taking the time to connect with partners outside of meetings to hear their concerns and discuss solutions has been very valuable. Some partners have not worked well together in the past – or simply not worked together at all – and so it has been important to build trust and make space for developing relationships.

Collaboration Increases the Strength of Individual Partners

At the start of building the mobility management network, GPCOG encountered some partners who were concerned with “what they had to give up.” However, as collaboration and cooperation grew between partners who otherwise may not have connected in the past, participants came to see that they can do more when they come together. Almost all have identified new partners and new sources of support that independently, they had not previously considered. Overall, they are seeing that they don’t give up anything by being part of the network. Rather, they gain access to people, resources, grant funding, and other information they can use to support the mobility needs of individuals in their communities.

CONCLUSION

GPCOG is excited to be playing a key role in building capacity for mobility management in Maine with the goal of providing greater access to transportation for older adults, people with disabilities, people with low incomes, people of color, and other populations that face barriers. GPCOG seeks to ingrain the use of mobility management approaches in its region – and across the state. Doing so will ensure that Maine is pursuing innovative and creative approaches to expanding access to mobility options. GPCOG looks forward to continuing to partner in the region and across the state.

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The National Center for Mobility Management (NCMM; www.nationalcenterformobilitymanagement.org) is a national technical assistance center created to facilitate communities in adopting mobility management strategies. The NCMM is funded through a cooperative agreement with the Federal Transit Administration, and is operated through a consortium of three national organizations – the American Public Transportation Association, the Community Transportation Association of America, and Easterseals. Content in this document is disseminated by NCMM in the interest of information exchange. Neither the NCMM nor the U.S. DOT, FTA assumes liability for its contents or use.

MOBILITY LIAISON ROLE DESCRIPTION

TRANSPORTATION & COMMUNITY WELL-BEING NETWORK

GPCOG is seeking up to four individuals with lived experience of transportation barriers to join the Transportation & Community Well-Being Network as **Mobility Liaisons**. The Network brings together key stakeholders to share information and work together on improving transportation access and options for people who experience barriers. The network includes social service and healthcare providers, grassroots and advocacy organizations, representatives from populations that frequently experience transportation barriers, and transit agency staff. With technical assistance from the National Center for Mobility Management, the network will explore how to:

- Bring new stakeholders into regional transportation planning and funding decisions;
- Coordinate mobility resources and communications;
- Build productive working relationships among stakeholders; and
- Increase mobility management skills and knowledge among stakeholders.

ROLE AND RESPONSIBILITIES

Mobility Liaisons will share their expertise and ideas with the Network through:

- Attending monthly meetings of the Network at GPCOG, 970 Baxter Boulevard, Portland (2 hours each – call-in option will be available).
- Completing two hours per month of additional Network activities (to be determined).
- Participating on the Network email group and in the National Center for Mobility Management online community (or other communication modes if needed).

PREFERRED SKILLS AND QUALIFICATIONS

To be considered as a Mobility Liaison, individuals must have:

- Personal experience with mobility and transportation challenges (this might be because of disability, age, income, language, or other reasons)
- The ability to describe challenges faces by themselves and their peers
- A solutions-oriented and problem-solving mindset

STIPEND

Mobility Liaisons will be eligible for a monthly stipend of \$100 from December 2017 through March (up to a total of \$400). Payment of the stipend will depend on completion of responsibilities. Stipends beyond March may be offered if additional funding is secured.

TO APPLY

Send your name, address, phone number and a brief statement (500 words or less) describing:

- a) Why you are interested
- b) How your personal mobility/transportation challenges will inform this effort
- c) The skills you will bring to the Network

Submit application to: Zoe Miller, Project Manager, GPCOG, zmiller@gpcog.org, 774-9891 ext. 227
Deadline: November 27th 2017 5pm



MOVING MAINE

Coordinating Community Mobility Solutions

EVENT OBJECTIVES

Participants at Moving Maine will:

- Learn about mobility management
- Gain skills, connections, and ideas to bring back to their communities
- Make plans for taking action locally
- Inform the creation of a statewide network

Thursday, May 17th from 9 a.m. - 3:30 p.m. Governor Hill Mansion, 136 State St, Augusta

9:00 a.m. - 9:20 a.m. **Registration and Breakfast**

9:20 a.m. - 9:45 a.m. **Welcome and Opening Remarks**

••• Zoe Miller, Greater Portland Council of Governments

9:45 - 10:45 a.m. **KEYNOTE: Innovations in Mobility Management**



Judy Shanley, Ph.D., Easterseals

Judy is the Assistant Vice President of Education and Youth Transition at Easterseals, where she manages federal projects, provides technical assistance, conducts research, develops performance measures, and leads workshops regarding accessible transportation, mobility management, and coordinated transportation. Judy serves as a Co-director to the National Center for Mobility Management and supports the Federal Transit Administration in their implementation of the Coordinating Council on Access and Mobility and other mobility initiatives. She helps states, regions, and communities build capacity to

coordinate safe, reliable, and accessible mobility options. Judy is the current president of the International Division on Career Development & Transition and the Co-chair of the Transportation Research Board Policy and Practice Subcommittee. Prior to Easterseals, she worked at the U.S. Department of Education. Shanley has a Ph.D. in Special Education/Educational Leadership from the University of Florida and an M.B.A. and M.S. in rehabilitation counseling from Syracuse University.



Rachel Fichtenbaum, MassMobility

Rachel has worked at MassMobility since 2011, first as Mobility Information Specialist and more recently as the Executive Office of Health and Human Services Mobility Manager. MassMobility supports stakeholders across Massachusetts in working to improve access and transportation options for older adults, people with disabilities, and low-income individuals through providing technical assistance, disseminating information, conducting research, and fostering partnerships. Housed in the Massachusetts Executive Office of Health and Human Services, MassMobility also receives funding from the Massachusetts Department of Transportation and is thus a joint initiative of two state agencies.

Rachel has a Master's of Public Policy in Social Policy from the Heller School at Brandeis. Prior to joining MassMobility, she worked in workforce development.

10:45 a.m. - 11:30 a.m.

Mobility Work in Maine

- Two-minute presentations from stakeholders around Maine

11:30 a.m. - 11:45 a.m.

BREAK

11:45 a.m. - 12:15 p.m.

Networking

- Partnering across sectors
 - How do you fit in to transportation and mobility management in Maine?
 - What change do you most want to see?
 - How can cross-sector partnering help your work?

12:15 p.m. - 1:15 p.m.

LUNCH

- Table Discussions by Topic
- Remarks from MaineDOT Commissioner David Bernhardt

1:15 p.m. - 2:00 p.m.

Supporting, Growing, and Integrating Volunteer Driver Programs

- Presentation and Panel Discussion
 - Presenters include Judy Shanley, Easterseals; Rachel Fichtenbaum, MassMobility; and Jess Maurer, Maine Council on Aging
 - Panelists include David Opdyke, Island Connections, Bar Harbor; Irene Goff, Neighbors Driving Neighbors; and Al Cressy, Bethel Area Age Friendly Community Initiative.

2:00 p.m. - 2:15 p.m.

BREAK

2:15 p.m. - 3:15 p.m.

Action Planning: How Can Maine Build Capacity to Grow this Work?

- What is your vision for advancing mobility/ transportation solutions in Maine?
- How will we get there?
 - Resources • Levers of Change • Stakeholders Strategies • Commitments

3:15 p.m. - 3:30 p.m.

Closing and Next Steps

Feel free to leave your brochures and other materials in the Resource Room. Need a spot to finish a great conversation? Check out the Networking Lounge.

Special Thanks to the Moving Maine Planning Committee

Lori Brann, MaineDOT
 Perian Carpenter, ShuttleBus-ZOOM and Transit Angel Project
 Stephanie Carver, GPCOG
 Heather Drake, Maine's Impact Cancer Network
 Mary Ann Hayes, MaineDOT

Kalie Hess, Maine Primary Care Association
 Jess Maurer, Maine Council on Aging
 Zoe Miller, GPCOG
 Lori Parham, AARP Maine
 Amy Rau, MaineDOT
 Judy Shanley, Easterseals and National Center for Mobility Management

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Statewide Mobility Management Network – DRAFT Logic Model 12.14.18

| Inputs | Outputs Activities | Outputs Participation | Outcomes Short-term (1-3) | Outcomes Medium-term (3-5) | Outcomes Long-term (5-10) |
|--|--|--|--|--|--|
| <p><u>Funding:</u> Federal Transit Administration and other sources</p> <p><u>Backbone Support:</u> Greater Portland Council of Governments, Maine Cancer Foundation, MaineDOT, and Maine Primary Care Association</p> <p><u>Stakeholder Organizations from Multiple Sectors:</u> Including aging and disability, business, government, health care, housing, human services, philanthropy, planning, public health, transportation, and others.</p> | <p>Convene stakeholders to share best practices and promote integration of mobility management practices into the transportation system.</p> | <p>Mobility management stakeholders from all sectors including public transportation providers and grassroots transportation programs.</p> | <p>Funding identified to provide regional mobility management programs in priority areas.</p> <p>Mobility management stakeholders have a robust forum to address immediate transit needs and unite around administrative and legislative policy efforts to improve transportation access and coordination.</p> | <p>Maine has a robust and active network of regional mobility management programs.</p> <p>State and local policies are identified and adopted that improve transportation efficiency for providers and those who use it.</p> | <p>Maine’s mobility management stakeholders are connected and have the capabilities needed to support access and coordination of transportation across the state.</p> |
| | <p>Identify opportunities for improved coordination and shared technology among transportation providers and partners</p> | <p>Transportation providers, including grassroots volunteer driver programs</p> | <p>Boosted technological capabilities among volunteer ride providers</p> <p>Increased interoperability of software between ride providers</p> | <p>Transportation providers in Maine are working to coordinate and share technology.</p> | <p>State and federal transportation resources are effectively managed for maximum outcomes for all transportation users, with special focus on populations who experience more challenges, such as older adults, people with disabilities, people with low incomes, and people of color.</p> |
| | <p>Develop shared measures related to transportation and quality of life – including access to health care, employment, education, housing, and social supports.</p> | <p>Stakeholder Organizations Colleges and Universities</p> | <p>Multi-sector transportation needs assessment conducted.</p> | <p>Maine has an ongoing, multi-sector process for monitoring transportation and quality of life indicators.</p> | |

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|--|--|---|---|--|--|
| | <p>Conduct policy analysis and assessment of transportation funding.</p> | <p>Stakeholder Organizations Colleges and Universities</p> | <p>Plan developed for policy and funding changes needed.</p> | <p>State and federal funding is aligned to maximize the number of rides that can be provided with the resources available</p> <p>Maine is working to strategically invest and leverage resources to develop the transportation system it needs</p> | <p>Public transit, including volunteer driver programs, is highly reliable and a desirable form of transportation for Mainers of all backgrounds.</p> <p>Mainers have access to transportation regardless of background, destination or geography.</p> |
| | <p>Support efforts by MaineDOT to develop a “one-call, one-click” service in Maine.</p> | <p>MaineDOT Transportation providers Transportation users Vermont DOT</p> | <p>Plan created to implement a one-call, one-click system for transportation in Maine.</p> <p>Funding secured to implement and maintain a one-call, one-click system.</p> | <p>Maine has a statewide one-call, one-click service that includes trip planning for riders.</p> | |
| | <p>Identify opportunities for the Network to support increased ride sharing (ie: their use/implementation in Maine, including web-based applications, large employer riding sharing, enhancing GoMaine, etc.)</p> | | <p>Solutions identified to make ride-sharing in Maine easy, safe, and possible.</p> | <p>Mainers with cars are able to easily and safely offer rides to those who need them.</p> | |